Award Memo & Checklist

Contract 05614 – Telephone Based Translation Services (WSCA-NASPO)

Procurement Coordinator: Connie Stacy

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| Contract Type: | New  Rebid  Replacement  WSCA  Enterprise  General Use  Rebid of #03508 | |
| Contract Duration: | Initial Term: One year period commencing 07/01/15 through 06/30/16  Maximum life: Not to exceed 5 years  Maximum Date: 2020 | |
| Estimated Value of RFP: | Estimated Term Worth: $2,300,000 (state of WA only) | |
| Bidders: | 12 | |
| Notification Method: | WEBS  Other: State of New Mexico’s bid site  -All current contractors on #03508 were notified via email | |
| NIGP Commodity Codes: | -- | |
| Summary: | This is a rebid of existing Washington State Contract 03508 which expires 06/03/15, after being super extended several times. The contract is primarily used by DSHS and HCA, however a variety of other agencies use also, including a significant amount of political subdivisions (especially the 911 call centers).  This WSCA-NASPO contract, historically led by the state of Washington, was led by the State of New Mexico and our Intent to Participate is embedded below (**attached as Appendix A**):    The RFP requires that the vendor provide a sophisticated automated telephone system to respond to phone based requests for interpreter services. Calls must be responded to within ten seconds, with a “live” interpreter available within thirty seconds, on a 365 day, 24/7 basis.  The majority of the required translations for the state of Washington are Spanish, Russian and Cambodian, although a minimum of 52 language capability was required  Our current purchasing history by language, minutes, etc was provided and incorporated into the RFP.  Bid pricing was to be based upon a “per minute” basis. | |
| **Bid Development** | | |
|  | The contract file contains documentation of bid development and work completed with the lead state, NM, the other user states as well as our major stakeholder, DSHS.  Most of the development was accomplished via teleconferences and email. | |
| Supplier Diversity Strategy: | Is Certification language provided “Up Front” in the solicitation?  Did you include OMWBE in sourcing team?  Is a diversity plan included as part of the bid response prior to award (if certified firms are subcontractors)? ***No, however it is standard to the industry for this service to “subcontract” and due to the nature of the services required, both the employees (interpreters) and the subs are typically minorities***  Does this procurement offer second tier opportunities and reporting? ***No*** | |
| Peer Review | * WSCA Board of Directors * State of WA: Connie Stacy, DES; Jason Reed, Patty McDonald and Huan Nguyen, DSHS; and Elena Safariants, HCA * Other state’s team members | |
| Fee | The Program Administrative Management Fee .74% has been incorporated into the Participating Amendments | |
| Bid Process | | |
| Bid Posted to WEBS: | 10/22/14  **(Attached as Appendix B)** | |
| Pre-Bid: | NM conducted the prebid conference 11/12/14, with the team participating by phone if they wished (I forget why I missed it myself) | |
| Amendment(s): | NM posted two amendments **(Attached as Appendix C)** | |
| **Bid Evaluation—Responsiveness**  **Clarifications and acceptance of Bidder submittals, information, and product offerings were applied uniformly for all Bidders.** | | |
| Bid Opening: | | 12/18/14 |
| Bids Sealed | | yes |
| Rejection letters | | See Executive Summary which addresses **(attached as Appendix D)** |
| Received required submittals | | yes |
| Specification compliance | | No bidder took exception to any of the bid requirements |
| Price Sheet compliance | | All bidders complied |
| Other Responsiveness checks | | NM conducted the initial “responsiveness check” which all twelve bidders passed.  Mock telephone calls were conducted in the third phase as addressed in the Executive Summary |
| Bid Evaluation—Scoring | | |
| Evaluation: | | The stakeholder team scored the non-cost factors independently, then met in NM 01/13 and 14/2015 and further evaluated/determine a consensus score. NM conducted the scoring for the cost factors independently which they did not reveal to the team until after the non-cost scoring was conducted. |
| Scoring: | | The Evaluation Committee’s report is embedded below, and is attached **as Appendix E** |
| Bid Evaluation—Responsibility | | |
| Past Performance | | References were required and scored |
| Qualifications | | Bidders were required to meet the minimum “technical requirements” |
| OMWBE Evaluation: | | Because Washington procurement law does not allow for a preference or advantage to minority (MBE) or women (WBE) businesses, RFP#05614 did not give any evaluation preferences for MWBE Certifications.  By its nature, this service is provided primarily by minorities, however business ownership by mwbes is not the standard. We will, however, work with the contractors to identify subcontractor participation. |
| CONCLUSION: | | See below |
| Results & Recommendation | | |
| Award Recommendation: | | See Executive Summary attached. The competitive process conducted by the state of New Mexico meets our state’s competitive procurement requirements. |
| Savings: | | Based upon the bid prices received, it is anticipated our state will realize savings of approx. $200,000. An added bonus is that Voiance is offering their handheld phones at no cost which DSHS anticipates will save their agency approx. $1000.00 per month. |
| Recommendation: | | Support the award recommendation in the Executive Summary **(Appendix D)** by signing the Participating Addendums to each of the three contractors attached **(Appendix F)**  **A draft CCI is attached as Appendix G** |
| Award Activities **NOT TO OCCUR UNTIL AFTER MANAGEMENT REVIEW/APPROVAL** | | |
| Implementation Plan | | 1. Solicitation document has been amended as follows to create the contracts:  |  |  | | --- | --- | |  |  |  1. Model Contract has been updated to reflect the following:  * Cover Page: * Document Header: * Summary of Award and Contract Signatures:  1. Capture above changes and applicable specifics in Award Letters  Obtain Contract Signatures. 2. Countersign w/Manager 3. Make electronic copies. 4. Email to Contractors. 5. File originals in Contract File (electronic). 6. File original signatures in Contract File |
| WEBS | | Notify bidders of the apparent successful bidder/award via WEBS  Once contract award has been finalized, archive bids in WEBS |
| Communication | | Send rejection letter to disqualified bidders.  Send apparent successful bidders announcement letter to all bidders  Conduct any debriefs requested  Send Award announcement to all bidders  Email UM a brief award announcement for Bi-Weekly Broadcast |
| PCMS | | Populate PCMS Info Tab  Populate PCMS Management Fee Tab  Complete PCMS Expanded Description Tab  Add Web remark in the PCMS Remarks Tab announcing the award of the contract  Add at least 5-FAQ remarks in the PCMS Remarks Tab  Complete PCMS Internet Tab to include relevant search terms  Complete PCMS Commodities Tab  Complete PCMS Vendors Tab  Complete PCMS Customer Tab  Complete PCMS Fees Tab  Complete PCMS WBE/MBE Percentages  Include relevant search terms in the PCMS Internet Tab  (Tip: For best results, ask your contractor(s) to provide search terms) |
| Post Contract to GA Website  Link to: [Current Contract Portal Training](file:///C:\OSP%20Desk%20Manual\01%20-%20Training%20Materials\Training%20Library\CCP\CCP%20Training-c.ppt) | | Copy the following files into the G:\Shared Info\INTERNET folder:  Copy Contract file (01714c.doc or pdf)  Copy the price sheet (01714p.doc or xls or pdf)  Copy the specification (01714s.doc or xls, or pdf) if applicable  Copy the bid tab (01714t.doc or xls or pdf)  Copy the bid document (01714b.doc or xls, or pdf )  Copy the bid Amendment (01714a.doc or pdf )  Frequently Asked Questions (FAQ) document (01714f.doc or xls or pdf)  Copy the award memo to file & checklist document (01714m. doc or xls or pdf) |